



# **OUTPATIENT PHARMACY**

## **MANAGER'S USER MANUAL**

Version 7.0  
December 1997

(Revised August 2008)



# Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists “All,” replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

| Date  | Revised Pages   | Patch Number | Description  |
|-------|---|--------------|--|
| 08/08 | ix-x, 4, 39-40, 43-45, 115-116, 163, 165, 165a-d, 169-171, 173, 173a-d, 180, 249, 251 | PSO*7*225    | The following changes are included in this patch. <ul style="list-style-type: none"> <li>• The Environmental Indicator, “Environmental Contaminant,” has been replaced with “Southwest Asia Conditions” or “SW Asia Conditions”.</li> <li>• “Was treatment related to PROJ 112/SHAD?” has been added, along with PROJ 112/SHAD references.</li> <li>• The Service Connected question has been updated with current wording.</li> <li>• Original provider comments no longer being carried over to renewal orders has been noted.</li> <li>• Flag/unflag functionality has been added.</li> <li>• The ability to discontinue both pending and active orders for the same drug has been noted.</li> <li>• The <i>Rx (Prescriptions)</i> menu has been updated in the documentation to reflect the existing menu.</li> </ul> (S. Templeton, PM; S. B. Scudder, Tech Writer) |
| 06/17 | 57, 77-78   | PSO*7*288    | Update for the new menu option [Pharmacy Patient Non-VA Meds Report/Clean-up].<br>(A. Scott, PM, T. Dawson, Tech Writer)   |
| 05/08 | vii-ix, 82, 250-251   | PSO*7*294    | Included description of Medication Reconciliation.<br>(S. Templeton, PM, D. Dertien, Tech Writer)  |
| 04/08 | 183-184   | PSO*7*281    | Update for the ePharmacy Phase 4 Iteration II project. For more information, see the <i>ePharmacy/ECME Enhancements Release Notes for PSO*7*281</i> .<br>(M. Anthony, PM, M. Anthony, Tech Writer)   |
| 10/07 | 143-144, 183-193, 195-199   | PSO*7*260    | Included updates for the ePharmacy Phase 4 project. For more information, see the <i>ePharmacy/ECME Enhancements Release Notes</i> .<br>(S. Spence, S. Krakosky, Tech Writer)  |
| 10/07 | All   | PSO*7*264    | Re-numbered pages; removed headers and section breaks. Incorporated changes for FY07Q4 release; for specific updates, see the <i>Outpatient Pharmacy FY08 Q4 Release Notes</i> .<br>(E. Williamson, PM; S. Krakosky, Tech Writer)  |

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# Chapter 1: List Manager

The screen displayed when processing an order has changed dramatically from the previous version of Outpatient Pharmacy (e.g., v. 6.0). The new screen was designed using List Manager.

This new screen gives more information and easier accessibility to vital reports and areas of a patient's chart.

Please take the time to read over the explanation of the screen and the actions that can now be executed at the touch of a key. This type of preparation before attempting to use List Manager will reduce the time and effort needed to become skilled in order processing with this new version of List Manager.

## Outpatient List Manager

Allergy Indicator

The screenshot shows the 'Outpatient List Manager' interface. It is divided into several sections: a 'Screen Title' bar at the top, a 'Header Area' for patient information, a 'List Area (Scrolling region)' for detailed patient data, and an 'Action Area' at the bottom for navigation. An 'Allergy Indicator' label points to a '<A>' button in the header area. The 'List Area' is labeled as a 'Message Window'.

|  |  |                              |              |
|--|--|------------------------------|--------------|
| Patient Information                        |  | Feb 09, 2006 16:31:03        | Page: 1 of 2 |
| OPPATIENT17, ONE                           |  | <A>                          |              |
| PID: 000-12-3456                           |  | Ht (cm): 175.26 (08/06/2000) |              |
| DOB: AUG 30, 1948 (57)                     |  | Wt (kg): 108.18 (01/14/2006) |              |
| SEX: MALE                                  |  |                              |              |
| +  |  |                              |              |
| Eligibility: SERVICE CONNECTED 50% to 100% |  | SC%: 70                      |              |
| RX PATIENT STATUS: SC LESS THAN 50%        |  |                              |              |
| Disabilities:                              |  |                              |              |
| 1313 TWIN OAKS LANE                        |  | HOME PHONE: 555-555-8361     |              |
| ANYVILLE                                   |  | CELL PHONE:                  |              |
| ALABAMA 12345                              |  | WORK PHONE:                  |              |
| Prescription Mail Delivery: Regular Mail   |  |                              |              |
| Allergies                                  |  |                              |              |
| Verified: PEANUTS,                         |  |                              |              |
| + Enter ?? for more actions                |  |                              |              |
| EA Enter/Edit Allergy/ADR Data             |  | PU Patient Record Update     |              |
| DD Detailed Allergy/ADR List               |  | EX Exit Patient List         |              |
| Select Action: Quit//                      |  |                              |              |

**Screen title:** The screen title changes according to what type of information List Manager is displaying (e.g., Patient Information, Medication Profile, New OP Order (ROUTINE), etc.).

**Allergy indicator:** This indicator displays when there has been information entered into the ALLERGY field for the patient. The indicator displays "NO ALLERGY ASSESSMENT" if there is no allergy assessment for the patient.

**Header area:** The header area is a "fixed" (non-scrollable) area that displays patient information.

**List area:** (scrolling region) This area scrolls (like the previous version) and displays the information on which action can be taken.

**Message window:** This section displays a plus (+) sign, minus (-) sign, or informational text (i.e., Enter ?? for more actions). If a plus sign is entered at the action prompt, List Manager will "jump" forward a page. If a minus sign is displayed and entered at the action prompt, List Manager will "jump" back a screen. The plus and minus signs are only valid actions if they are displayed in the message window.

**Action area:** A list of actions display in this area of the screen. If a double question mark (??) is entered at the "Select Item(s)" prompt, a "hidden" list of additional actions that are available will be displayed. Outpatient Pharmacy hidden actions are displayed with the letters (OP) next to the action.

**Example: Showing more Indicators and Definitions**

| Example: Showing more Indicators and Definitions |  |   |                      | Order Status and CMOP Indicators |         | Allergy Indicator         |            |           |         |         |                           |  |
|--|--|---|----------------------|----------------------------------|---------|---------------------------|------------|-----------|---------|---------|---------------------------|--|
| Medication Profile                               |  |   |                      | May 22, 2006 10:44:56            |         | Page: 1 of 1              |            |           |         |         |                           |  |
| OPPATIENT16,ONE                                  |  |   |                      |                                  |         | <A>                       |            |           |         |         |                           |  |
| PID: 000-24-6802                                 |  |   |                      | Ht(cm): 177.80 (02/08/2004)      |         |                           |            |           |         |         |                           |  |
| DOB: APR 3,1941 (65)                             |  |   |                      | Wt(kg): 90.45 (02/08/2004)       |         |                           |            |           |         |         |                           |  |
| SEX: MALE  |  |   |                      | Non-VA Meds on File              |         |                           |            |           |         |         |                           |  |
|  |  |   |                      | Last entry on 01/13/01           |         |                           |            |           |         |         |                           |  |
| COPAY Indicator                                  |  | #   | RX #                 | DRUG                             | QTY     | ST                        | ISSUE DATE | LAST FILL | REF REM | DAY SUP | Return To Stock Indicator |  |
|  |  | -----ACTIVE-----                            |                      |                                  |         |                           |            |           |         |         |                           |  |
|  |  | 1   | 503902               | ACETAMINOPHEN 500MG TAB          | 60      | AT                        | 05-22      | 05-22     | 3       | 30      |                           |  |
| ePharmacy Indicator                              |  | 2   | 503886\$             | DIGOXIN (LANOXIN) 0.2MG CAP      | 60      | A>                        | 05-07      | 05-07     | 5       | 30      |                           |  |
|  |  | 3   | 503871\$             | HISTOPLASMIN 1ML                 | 1       | A                         | 03-14      | 03-14R    | 5       | 30      |                           |  |
|  |  | 4   | 100002042\$e         | NALBUPHINE HCL INJ 10MG/ML       | 1       | A                         | 03-14      | 03-14     | 5       | 30      |                           |  |
|  |  | 5   | 100002040\$          | SALICYLIC ACID 40% OINT (OZ)     | 1       | S                         | 03-14      | 03-17     | 5       | 30      |                           |  |
|  |  | -----DISCONTINUED-----                      |                      |                                  |         |                           |            |           |         |         |                           |  |
|  |  | 6   | 503881               | BACLOFEN 10MG TABS               | 30      | DC                        | 04-07      | 05-01     | 2       | 30      |                           |  |
| Pending Orders                                   |  | 7   | 100002020A\$         | TIMOLOL 0.25% OPTH SOL 10ML      | 1       | DE                        | 02-03      | 02-03     | 5       | 30      |                           |  |
|  |  | -----HOLD-----                              |                      |                                  |         |                           |            |           |         |         |                           |  |
|  |  | 8   | 100001942            | ABDOMINAL PAD 7 1/2 X 8 STERILE  | 1       | H                         | 09-28      | 09-28     | 5       | 30      |                           |  |
|  |  | -----NON-VERIFIED-----                      |                      |                                  |         |                           |            |           |         |         |                           |  |
| Flagged Order                                    |  | 9   | 100002039\$          | BACLOFEN 10MG TABS               | 30      | N                         | 03-14      | 03-14     | 5       | 30      |                           |  |
|  |  | -----PENDING-----                           |                      |                                  |         |                           |            |           |         |         |                           |  |
|  |  | 10  | AMPICILLIN 250MG CAP |                                  | QTY: 40 | ISDT: 05-29               |            | REF: 0    |         |         |                           |  |
| Non-VA Meds Orders                               |  | 11  | SIMETHICONE 40MG TAB |                                  | QTY: 30 | ISDT: 05-30               |            | REF: 3    |         |         |                           |  |
|  |  | -----NON-VA MEDS (Not dispensed by VA)----- |                      |                                  |         |                           |            |           |         |         |                           |  |
|  |  | GINKO EXT 1 TAB ONCE A DAY BY MOUTH         |                      |                                  |         | Date Documented: 01/13/01 |            |           |         |         |                           |  |
|  |  | IBUPROFEN 50MG TAB                          |                      |                                  |         | Date Documented: 12/10/00 |            |           |         |         |                           |  |
| Enter ?? for more actions                        |  |   |                      |                                  |         |                           |            |           |         |         |                           |  |
| PU Patient Record Update                         |  |   |                      | NO New Order                     |         |                           |            |           |         |         |                           |  |
| PI Patient Information                           |  |   |                      | SO Select Order                  |         |                           |            |           |         |         |                           |  |
| Select Action: Quit//                            |  |   |                      |                                  |         |                           |            |           |         |         |                           |  |



## Chapter 2: Handling Copay Charges

---

The copay status of a prescription is determined at the time of entry and re-evaluated every time a fill for that prescription is released. A prescription will be designated as exempt from copay under the following conditions:

- ✓ The drug is marked as a supply item or for investigational use.
- ✓ The Rx Patient Status assigned to the prescription is exempt from copayment.
- ✓ The veteran is copay exempt based on income.
- ✓ The medication prescribed is used in the treatment of:
  - A Service Connected (SC) condition
  - Combat Veteran (CV)
  - Vietnam-era herbicide/Agent Orange (AO) exposure
  - Ionizing Radiation (IR) exposure
  - Southwest Asia Conditions
  - Shipboard Hazard and Defense (SHAD)
  - Military Sexual Trauma (MST)
  - Cancer of the Head and/or Neck (HNC)

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription, including no action, automatic copay status reset, or a MailMan message generated detailing missing information required for user follow up.

Once a veteran meets the designated annual copayment cap, subsequent fills for any prescriptions dispensed will not be charged a copay. Any fills for copay-eligible prescriptions entered after the cap is reached are not billed and are identified as potential charges. If editing the Days Supply of an Rx or returning an Rx fill to stock results in the total copayment of the veteran to fall below the annual cap, Integrated Billing (IB) software shall initiate a copay charge for any fill that was identified as a potential charge until the annual cap is once again reached.

A user will be prompted to respond to any medication copay exemption questions that apply to the patient when entering a new prescription. Responses entered for the medication copay exemption questions are stored with the prescription and display as default values when an order is renewed, copied, or edited in such a way that a new order is created.

If none of the copay exemptions listed apply, the order is released as a copay prescription with no questions asked. (See “Patient Prescription Processing-New Order Entry,” for a complete order entry example.)

### Example: Entering an Rx for a patient with no applicable medication copay exemptions

```
Do you want to enter a Progress Note? No// <Enter> NO

Rx # 559157          10/23/06
OPPACIENT24,ONE      #30
TAKE ONE TABLET BY MOUTH EVERY DAY

NIACIN (NIASPAN-KOS) 500MG SA TAB
OPPROVIDER,ONE       OPPHARMACIST,ONE
# of Refills: 11
Is this correct? YES//
```

If any medication copay exemptions apply to a patient when entering a new prescription, the applicable questions are displayed for the user to respond “Yes” or “No.” The responses will be used to determine the copay status of the prescription. The prescription fill will not generate a copay charge when released if at least one of the responses is “Yes.” Responses are required.

**Example: An order with medication copay exemptions, but no responses entered**

```
Rx # 3754648          10/24/06
OPPATIENT24,ONE      #30
APPLY SMALL AMOUNT TO AFFECTED AREA TWICE A DAY

HYDROCORTISONE 1% CREAM
OPPROVIDER,ONE      OPPHARMACIST,ONE
# of Refills: 11
    SC Percent: 30%
    Disabilities: NONE STATED

Was treatment for Service Connected condition? NO <Enter>
Was treatment related to Combat? NO <Enter>
Was treatment related to Agent Orange exposure? NO <Enter>
Was treatment related to service in SW Asia? NO <Enter>
Was treatment related to PROJ 112/SHAD? NO <Enter>
Was treatment related to Military Sexual Trauma? NO <Enter>
Was treatment related to Head and/or Neck Cancer? NO <Enter>
Is this correct? YES// <Enter>
```

All Service Connected and Environmental Indicators that apply will be asked regardless of a previously entered “Yes” response. SC will be asked for SC 0-100%, but copay charges will continue to be formulated in the same manner.)

```
Was treatment for a Service Connected condition? NO <Enter>
Was treatment related to Combat? NO <Enter>
Was treatment related to Agent Orange exposure? N// Y
Is this correct? YES//
```

A dollar sign is displayed next to the copay prescription number if the copay status is billable.

**Example: Billable Copay Status**

|                           |                       |                                   |  |       |              |             |       |
|---------------------------|-----------------------|-----------------------------------|--|-------|--------------|-------------|-------|
| Medication Profile        |                       | Oct 24, 2006@15:14:58             |  | Page: | 1 of         |             | 1     |
| OPPATIENT24,ONE           |                       |                                   |  |       |              |             |       |
| PID: 000-34-5678P         |                       | Ht (cm): _____ (_____)            |  |       |              |             |       |
| DOB: DEC 2,1921 (85)      |                       | Wt (kg): _____ (_____)            |  |       |              |             |       |
| -----ACTIVE-----          |                       |                                   |  |       |              |             |       |
| No Copay<br>Copay         | 1 559163              | FOSINOPRIL NA 20MG TAB            |  |       | 30 A>        | 10-24 10-24 | 11 30 |
|                           | 2 559157\$            | NIACIN (NIASPAN-KOS) 500MG SA TAB |  |       | 30 A>        | 10-23 10-23 | 11 30 |
| Enter ?? for more actions |                       |                                   |  |       |              |             |       |
| PU                        | Patient Record Update |                                   |  | NO    | New Order    |             |       |
| PI                        | Patient Information   |                                   |  | SO    | Select Order |             |       |
| Select Action: Quit//     |                       |                                   |  |       |              |             |       |

## Reset Copay Status/Cancel Charges

### [PSOCP RESET COPAY STATUS]

This option combines and enhances the functionality of the previous *Remove Copay Charge* and *Reset Copay Status* options. Three basic functions can be performed with this option:

- The prescription's copay status can be reset.
- Responses to the medication exemption questions can be entered or changed.
- All or selected copay charges can be cancelled.

The actions allowed depend on the copay status of the patient and that of the selected prescription. The user needs to know the prescription number to be changed when accessing this option.

### Reset Copay Status

Two methods can be used to change the copay status of a prescription directly. The first method is illustrated below. By entering "Yes" at the "Do you want to reset the status to NO COPAYMENT?" prompt and entering a reason for the reset, the prescription's copay status is changed from COPAY to NO COPAYMENT.

#### Example: Change the Copay Status

```
Select PRESCRIPTION RX #: 559157          NIACIN (NIASPAN-KOS) 500MG SA TAB  
Rx # 559157 is a Copay prescription
```

The reset prompt displays only if there are no exemption flags set to 'Yes.'

```
Do you want to reset the status to NO COPAYMENT? N// YES  
Select Reason for Reset : ??
```

Choose from:

- |    |                            |
|----|----------------------------|
| 1  | RX REFUSED                 |
| 2  | RX NEVER RECEIVED          |
| 3  | RX RETURNED/DAMAGED (MAIL) |
| 4  | ENTERED IN ERROR           |
| 5  | RX CANCELLED               |
| 6  | INPATIENT/PASS             |
| 7  | INVESTIGATIONAL DRUG       |
| 8  | RX DELETED                 |
| 9  | EMPLOYEE                   |
| 10 | CNH - 3 DAY                |
| 11 | PATIENT DECEASED           |
| 12 | SUPPLY ITEM                |
| 13 | BEDSIDE MEDICATIONS        |
| 14 | ELIGIBILITY INCORRECT      |
| 15 | CHANGE IN ELIGIBILITY      |
| 16 | RX EDITED                  |
| 21 | RX COPAY INCOME EXEMPTION  |
| 33 | AGENT ORANGE RELATED       |
| 34 | IONIZING RAD RELATED       |
| 35 | SOUTHWEST ASIA RELATED     |
| 37 | MILITARY SEXUAL TRAUMA     |
| 38 | COPAY CAP REACHED          |
| 39 | CANCER OF HEAD/NECK        |
| 40 | PHARMACY AUTO CANCELLED    |

### Example: Change the Copay Status

```
44          COMBAT VETERAN
45          RX FOR FORMER POW
46          RX FOR UNEMPLOYABLE VETERAN
47          KATRINA AFFECTED VETERAN
48          PROJECT 112/SHAD

Select Reason for Reset : 15 CHANGE IN ELIGIBILITY
```

The change is recorded in the Copay Activity Log for this prescription.

### Example: Copay Activity Log

```
Copay Activity Log:
#   Date       Reason                Rx Ref                Initiator Of Activity
=====
1   10/24/06   COPAY RESET                ORIGINAL              OPProvider9,TWO
Comment: CHANGE IN ELIGIBILITY   Old value=Copay     New value=No Copay
```

Resetting the copay status does not involve canceling any incurred copay charges. The new copay status applies to future fills only. Any past charges billed will not be cancelled automatically. The canceling of copay charges is independent of the reset function.

## Enter/Edit Medication Exemption Question Responses

The second way a user can directly reset the copay status of a prescription is to use the *Reset Copay Status/Cancel Charges* option to enter or edit any existing responses to the medication exemption questions displayed during order entry. Only those medication exemptions that apply to the patient for which the prescription is written can be modified. Any existing response to an exemption question displays to the user after entering the prescription number and the user is asked about entering or editing any copay exemption flags.

In the following screen example, *Reset Copay Status*, the <50% SC, Agent Orange (AO) exposure, PROJ 112/SHAD, and Military Sexual Trauma (MST) medication exemptions apply to the veteran for which Rx# 3754533 has been entered. SC, AO, and SHAD exemption defaults of “No” display because values already exist. The MST exemption does not display because a response has never been entered.

Prompts display for Service Connected and all Environmental Indicators that are flagged for the veteran in Enrollment.

The user is prompted to respond to “Do you want to enter/edit any copay exemption flags?” If the user responds “Yes”, each medication exemption that applies to the veteran will be presented for editing. All three medication copay exemptions are presented for editing, including the MST exemption for which a response did not exist. “Yes” is entered for the MST exemption question and a system message indicates that the copay status of the Rx is reset to No Copay by this action.

### Example: Reset Copay Status

```
Select Copay Menu Option: RESET Copay Status/Cancel Charges

Select PRESCRIPTION RX #:      3754533      HYDROCORTISONE 1.0% CREAM

Rx # 3754533 is a Copay prescription <Current copay status of Rx> appears.

The following exemption flags have been set:
SC:   No      <If any exemption flags have values they will be displayed after the copay status
AO:   No

Do you want to enter/edit any copay exemption flags? Y// <Enter> ES

Was treatment for a Service Connected condition? N// <Enter> O

Was treatment related to Agent Orange exposure? N// <Enter> O

Was treatment related to PROJ 112/SHAD? N// <Enter> O

Was treatment related to Military Sexual Trauma?// YES

Editing of exemption flag(s) has resulted in a copay status change.
The status for this Rx will be reset to NO COPAY.

Do you want to cancel any charges(Y/N)? N <This prompt appears only if this Rx has incurred any charges.
```

The Copay Activity Log for this order shows the record of the change.

### Example: Copay Activity Log

| Copay Activity Log:  |          |             |          |                       |
|--|----------|-------------|----------|-----------------------|
| #  | Date     | Reason      | Rx Ref   | Initiator Of Activity |
| =====  |          |             |          |                       |
| 1  | 10/24/06 | COPAY RESET | Refill 2 | OPPROVIDER9,TWO       |
| Comment: MILITARY SEXUAL TRAUMA RELATED Old value=Copay New value=No copay |          |             |          |                       |

#### NOTE

The copay status of an Rx will not be reset from a “No” Copay to Copay status based strictly on a response to a medication exemption question.

## Cancel Charges

A user can select to remove all or specific charges for a prescription fill. If the user chooses to cancel a specific charge, a list of fills/refills is displayed showing the fill reference and release date. Any charge that has already been cancelled or any fill that has not been billed due to the veteran meeting the annual copay cap will be identified.

### Example: Cancel Copay Charges

```
Do you want to cancel any charges(Y/N)? Y <This prompt appears only if this
                                         Rx has incurred any charges.

(A)ll or (S)elect Charges? (A/S): S
1. Original fill      (05/01/06)
2. Refill #1         (6/10/06)
3. Refill #2         (7/12/06)      (Charge Cancelled)
4. Refill #3         (8/15/06)
5. Refill #4         (9/23/06)      (Potential Charge *)

* Potential charge indicates fill was not billed due to the annual cap.
If cancelled, this fill will not be considered for future copay billing.

Select 1:-5: 5

Do you wish to continue (Y/N)? Y
```

Typing a “??” at the “Select Reason for Reset or Charge Cancellation” prompt lists the same reasons displayed previously in the “Reset Copay Status” section. Once the reason for the change is entered, a summary of all the actions taken on the prescription is displayed.

### Example: Summary of Actions

```
Editing of exemption flag(s) has resulted in a copay status change.
The status for this Rx will be reset to NO COPAY.

Select Reason for Reset or Charge Cancellation : 1  RX REFUSED
Copay status reset due to exemption flag(s)

The following exemption flags have been changed:
EC: Yes
MST: Yes
Rx # 3754533 - Refill 3 copay charge cancelled

Select PRESCRIPTION RX #:
```

The Copay Activity Log shows the canceled charge as REMOVE COPAY CHARGE.

### Example: Copay Activity Log

```
Copay Activity Log:
#   Date       Reason                Rx Ref      Initiator Of Activity
=====
1   11/02/06   REMOVE COPAY CHARGE  Refill 3    OPPROVIDER9,TWO
Comment: RX REFUSED
```

## Chapter 3: Releasing Medication

---

This chapter describes the option used for releasing medications.

### Release Medication

#### [PSO RELEASE]

The *Release Medication* option is used at the time the prescription is filled and ready to be given to the patient. Inventory is decreased, certain fields in the file are updated, and a copay is generated if the action is applicable to the prescription. With this option, prescriptions can be batch processed. Communication is made with the Integrated Funds Control, Accounting and Procurement (IFCAP) and Integrated Billing (IB) software to generate copay charges. IFCAP and IB software handle patient billing, tracking of charges, and payment received.

The copay status of a prescription is re-evaluated whenever a fill is released. Various actions can occur based on changes to the criteria that determine the copay status of a prescription. The actions that may result at the time a fill is released are described below.

1. **No action is taken.** No changes to the criteria that determine copay status of a prescription have occurred.
2. **The copay status of the prescription is automatically reset and an entry is placed in the Copay activity log.**

**Example:** The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay.

3. **The copay status of the prescription is automatically reset, an entry is placed in the Copay activity log, and a MailMan message is generated detailing missing information required for user follow up.**

**Example:** The drug for which the prescription is written is no longer marked for investigational use. The copay status of the prescription is reset from No Copayment to Copay. The patient has been documented as being exposed to Southwest Asia Conditions during Persian Gulf War service since the last fill. A MailMan message will be generated informing the user that the 'Is this Rx for treatment related to service in SW Asia?' question must be addressed and documented using the *Reset Copay Status/Cancel Charges* option.

4. **A MailMan message is generated detailing missing information required for user follow-up.**

**Example:** A veteran is documented as having Agent Orange exposure. Refill #2 for a prescription entered into the system before the new medication copay exemptions took effect on January 1, 2002 is released. The prescription is copay eligible. A MailMan message will be generated informing recipients that the 'Is this Rx for treatment of Vietnam-Era Herbicide (Agent Orange) exposure?' question must be addressed. The copay status of the Rx may change based on the response entered using the *Reset Copay Status/Cancel Charges* option.

If a MailMan message is generated at the time a prescription fill is released, the recipients of the message will be the provider of record, the pharmacy user who finished the order, and holders of the PSO COPAY key. The message lists the patient name, prescription number, and medication ordered, current copay status, and applicable copay exemption questions that need addressing to determine the prescription's copay status. The *Reset Copay Status/Cancel Charges* option must be used to enter the responses to the medication copay exemption questions listed in the MailMan message. If responses are not entered for the applicable medication copay exemption questions, any subsequent refills when released for this prescription and possibly other prescriptions for this patient will continue to generate the same MailMan message.

**Example: MailMan Message**

```
Subj: PRESCRIPTION QUESTIONS REVIEW NEEDED (500)  [#30364] 10/11/05@19:56
35 lines
From: OUTPATIENT PHARMACY PACKAGE  In 'IN' basket. Page 1
-----

OPPATIENT29,ONE (6543P)      CHEYENNE VAM&ROC
Eligibility: SC LESS THAN 50%      SC%: 20
REIMBURSABLE INSURANCE

Disabilities: ARTHRITIS-10%(SC), FOREARM CONDITION-5%(NSC),
              FOREARM CONDITION-4%(NSC), BENIGN EYE GROWTH-0%(NSC),
              LOSS OF FIELD OF VISION-20%(SC),

Rx# 101906 (1)      COPAY
ALBUTEROL SO4 0.083% INHL 3ML

Due to a change in criteria, additional information listed below is needed
to determine the final VA copay and/or insurance billable status for this Rx
so that appropriate action can be taken by pharmacy personnel.

Is this Rx for a Service Connected Condition?

Is this Rx for treatment related to service in SW Asia?

This message has been sent to the provider of record, the pharmacist who
finished the prescription order, and all holders of the PSO COPAY key.

Enter RETURN to continue or '^' to exit: <Enter>
-----example continues-----
```





Original provider comments are not carried over to any renewals in Outpatient Pharmacy.

### **Renewing an ePharmacy Order**

When renewing an ePharmacy order, upon acceptance of the renewed order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released and is E Payable, the claim for that fill will be reversed. A new claim is submitted for the new prescription.

*[This example begins after an order is selected from the Medication Profile screen.]*

```
OP Medications (ACTIVE)      Nov 04, 2005@11:48:14      Page:      1 of      3
OPPATIENT,FOUR
  PID: 000-01-1322P          Ht (cm): _____ (_____)
  DOB: NOV 12,1975 (29)      Wt (kg): _____ (_____)

      Rx #: 100003642$e
(1) *Orderable Item: SIMETHICONE TAB,CHEWABLE
(2)      Drug: SIMETHICONE 40MG TAB
(3)      *Dosage: 40 (MG)
          Verb: CHEW
          Dispense Units: 1
          Noun: TABLET
          *Route: ORAL
          *Schedule: TID
(4)Pat Instructions:
          SIG: CHEW ONE TABLET BY BY MOUTH THREE TIMES A DAY
(5) Patient Status: OPT NSC
(6)      Issue Date: 08/11/05          (7) Fill Date: 08/11/05
          Last Fill Date: 08/11/05 (Window)
+      Enter ?? for more actions
DC  Discontinue      PR  Partial          RL  Release
ED  Edit            RF  Refill           RN  Renew
Select Action: Next Screen//  RN  Renew
FILL DATE: (11/4/2005 - 11/5/2006): TODAY// <Enter> (NOV 04, 2005)
MAIL/WINDOW: WINDOW// <Enter> WINDOW
METHOD OF PICK-UP: <Enter>
Nature of Order: WRITTEN//      <Enter>      W
WAS THE PATIENT COUNSELED: NO//<Enter> NO

Now Renewing Rx # 100003642      Drug: SIMETHICONE 40MG TAB

Now doing order checks.  Please wait...

100003642A      SIMETHICONE 40MG TAB          QTY: 90
# OF REFILLS: 5      ISSUED: 11-04-05
SIG: CHEW ONE TABLET BY BY MOUTH THREE TIMES A DAY
FILLED: 11-04-05
ROUTING: WINDOW      PHYS: OPPROVIDER4,TWO

Edit renewed Rx ? Y// <Enter> ES
```

-----example continues-----

**Example: Renewing an ePharmacy Order (continued)**

(To save space, only the second Prescription Renew screen is displayed in this example.)

|  |                        |       |        |
|--|------------------------|-------|--------|
| Prescription Renew                       | Jun 04, 2006 16:18:17  | Page: | 2 of 2 |
| OPPATIENT,FOUR                           |                        |       |        |
| PID: 000-01-1322P                        | Ht (cm): _____ (_____) |       |        |
| DOB: NOV 12,1975 (29)                    | Wt (kg): _____ (_____) |       |        |
| +  |                        |       |        |
| Days Supply: 30                          |                        |       |        |
| QTY ( ): 90                              |                        |       |        |
| (3) # of Refills: 5                      |                        |       |        |
| (4) Routing: WINDOW                      |                        |       |        |
| (5) Clinic:                              |                        |       |        |
| (6) Provider: OPPROVIDER4,TWO            |                        |       |        |
| (7) Copies: 1                            |                        |       |        |
| (8) Remarks: RENEWED FROM RX # 100003642 |                        |       |        |
| Entry By: OPPHARMACIST4,THREE            | Entry Date: NOV 4,2005 |       |        |
| 11:56:31                                 |                        |       |        |
| Enter ?? for more actions                |                        |       |        |
| AC Accept                                | DC Discontinue         |       |        |
| BY Bypass                                | ED Edit                |       |        |
| Select Item(s): Quit// 5                 |                        |       |        |
| CLINIC: 3EN                              |                        |       |        |

|   |                                 |       |        |
|---|---------------------------------|-------|--------|
| Prescription Renew  | Jun 04, 2006 16:24:32           | Page: | 2 of 2 |
| OPPATIENT,FOUR  |                                 |       |        |
| PID: 000-01-1322P   | Ht (cm): _____ (_____)          |       |        |
| DOB: NOV 12,1975 (29)                                       | Wt (kg): _____ (_____)          |       |        |
| +   |                                 |       |        |
| Days Supply: 30   |                                 |       |        |
| QTY ( ): 90   |                                 |       |        |
| (3) # of Refills: 5   |                                 |       |        |
| (4) Routing: WINDOW   |                                 |       |        |
| (5) Clinic: 3EN   |                                 |       |        |
| (6) Provider: OPPROVIDER4,TWO                               |                                 |       |        |
| (7) Copies: 1   |                                 |       |        |
| (8) Remarks: RENEWED FROM RX # 100003642                    |                                 |       |        |
| Entry By: OPPHARMACIST4,THREE                               | Entry Date: NOV 4,2005 11:56:31 |       |        |
| Enter ?? for more actions                                   |                                 |       |        |
| AC Accept   | DC Discontinue                  |       |        |
| BY Bypass   | ED Edit                         |       |        |
| Select Item(s): Quit// AC Accept                            |                                 |       |        |
| SC Percent: 40%   |                                 |       |        |
| Disabilities: NONE STATED                                   |                                 |       |        |
| Was treatment for Service Connected condition? NO// <Enter> |                                 |       |        |

### Example: Renewing an ePharmacy Order (continued)

```
Reversing prescription 100003642.
```

```
Claim Status:
```

```
Reversing and Rebilling a previously submitted claim...
```

```
Reversing...
```

```
IN PROGRESS-Waiting for transmit
```

```
IN PROGRESS-Transmitting
```

```
IN PROGRESS-Waiting to process response
```

```
E REVERSAL ACCEPTED
```

```
-Rx 100003642 has been discontinued...
```

```
Prescription 100003642A successfully submitted to ECME for claim generation.
```

```
Claim Status:
```

```
IN PROGRESS-Waiting to start
```

```
IN PROGRESS-Waiting for packet build
```

```
IN PROGRESS-Packet being built
```

```
IN PROGRESS-Waiting for transmit
```

```
IN PROGRESS-Transmitting
```

```
IN PROGRESS-Receiving response
```

```
E PAYABLE
```



Original provider comments are not carried over to any renewals in Outpatient Pharmacy.

## Flagging and Unflagging a New Pending Order

Flagging a pending order allows you to prevent an order from processing and attach a note known as a flag to the pending order. After the flag has been addressed, you unflag the order, allowing it to be processed. Note that only new pending orders can be flagged.

The following provides examples of how to flag and unflag a pending order from a medication profile within *Patient Prescription Processing*.

If a pending order is flagged, the row number is highlighted on the Medication Profile screen (shown in the following example). Select the order to view the flag or to flag the new pending order.

### Example: A Flagged Pending Order

```
Medication Profile      Mar 13, 2008@16:31:24      Page: 1 of 1
OPPATIENT16,ONE      <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802      Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)      Wt(kg): 90.45 (02/08/2007)
  SEX: MALE

#  RX #      DRUG      QTY ST  DATE  FILL  REM  SUP
-----
1 100002518  PENICILLAMINE 250MG TAB      31 A  02-29 02-29  5  31
-----
2 ACETAMINOPHEN 500MG TAB      QTY: 60      ISDT: 03-13  REF:  3
Enter ?? for more actions
PU Patient Record Update      NO  New Order
PI Patient Information      SO  Select Order
Select Action: Quit// SO Select Order
Select Orders by number: (1-2): 2
```

From the Pending OP Orders screen, you can flag and unflag an order, as well as view the flagged reason. To flag the order, enter **FL** and then enter a “REASON FOR FLAG”, alert the proper individual that the flag has been added by pressing **<Enter>** to select the default name or entering a different user name and pressing **<Enter>**, and the flagging process is complete.

### Example: Flagging an Order

```
REASON FOR FLAG: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE
DISPENSING.
Send alert to: PSOUSER,ONE//      BIRMINGHAM      ALABAMA      OP
PHARMACIST
... order flagged.
```

When an order is flagged, “FL-” is placed in front of “Pending OP Orders” in the upper left corner, and the flagged reason is listed below the patient identifying information.

#### Example: A Flagged Order

|  |                             |   |
|--|-----------------------------|---|
| FL-Pending OP Orders (ROUTINE)March 13, 2008 16:31:33  |                             | Page: 1 of 2  |
| OPPATIENT16,ONE  |                             | <NO ALLERGY ASSESSMENT>                                 |
| PID: 000-24-6802   | Ht(cm): 177.80 (02/08/2007) |   |
| DOB: APR 3,1941 (66)   | Wt(kg): 90.45 (02/08/2007)  |   |
| <b>Flagged</b> by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.  |                             |   |
| *(1) Orderable Item: ACETAMINOPHEN TAB<br>(2) CMOP Drug: ACETAMINOPHEN 500MG TAB<br>Drug Message: NATL FORM<br>(3) *Dosage: 500 (MG)<br>Verb: TAKE<br>Dispense Units: 1<br>*Route: ORAL<br>*Schedule: BID<br>(4) Pat Instruct:<br>Provider Comments: ProvComments<br>SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY<br>(5) Patient Status: SERVICE CONNECTED<br>(6) Issue Date: MAR 13,2008 (7) Fill Date: MAR 13,2008<br>(8) Days Supply: 30 (9) QTY (TAB): 60 |                             | <i>* Editing starred fields will create a new order</i> |
| + Enter ?? for more actions  |                             |   |
| BY Bypass  | DC Discontinue              | FL Flag/Unflag  |
| ED Edit  | FN Finish                   |   |
| Select Item(s): Next Screen// <b>FL</b> Flag/Unflag  |                             |   |

To unflag an order, enter **FL** at the “Select Item(s)” prompt, and then enter your “COMMENTS”. When you press <Enter>, the order is no longer flagged.

#### Example: Unflagging an Order

```

FLAGGED: 03/13 23:14 by OPPHARM,TWO
        DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.
COMMENTS: CHECKED WITH PATIENT. NO HEART CONDITION.
        ... order unflagged.
  
```

At that point, the flag from the Medication Profile is removed, but the flagged/unflagged reason remains on the Pending OP Orders screen unless you reflag the order.

### Example: An Unflagged Order

| Pending OP Orders (ROUTINE)  |                | March 14, 2008 09:16:33                                 | Page: 1 of 2 |
|--|----------------|---|--------------|
| OPPATIENT16,ONE  |                | <NO ALLERGY ASSESSMENT>                                 |              |
| PID: 000-24-6802   |                | Ht(cm): 177.80 (02/08/2007)                             |              |
| DOB: APR 3,1941 (66)   |                | Wt(kg): 90.45 (02/08/2007)                              |              |
| <b>Flagged</b> by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.<br><b>Unflagged</b> by OPPHARM,TWO on 03/14/08@09:26: CHECKED WITH PATIENT. NO HEART CONDITION.  |                |   |              |
| *(1) Orderable Item: ACETAMINOPHEN TAB<br>(2) CMOP Drug: ACETAMINOPHEN 500MG TAB<br>Drug Message: NATL FORM<br>(3) *Dosage: 500 (MG)<br>Verb: TAKE<br>Dispense Units: 1<br>*Route: ORAL<br>*Schedule: BID<br>(4) Pat Instruct:<br>Provider Comments: ProvComments<br>SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY<br>(5) Patient Status: SERVICE CONNECTED<br>(6) Issue Date: MAR 13,2008      (7) Fill Date: MAR 13,2008<br>(8) Days Supply: 30      (9) QTY (TAB): 60 |                | <i>* Editing starred fields will create a new order</i> |              |
| + Enter ?? for more actions  |                |   |              |
| BY Bypass  | DC Discontinue | FL Flag/Unflag  |              |
| ED Edit  | FN Finish      |   |              |
| Select Item(s): Next Screen//  |                |   |              |

After pending orders have been unflagged, they can be processed.



If you attempt to process a flagged order, you are prompted “Unflag Order? NO//”. If you respond **YES**, enter comments to unflag the order and continue with processing. If you respond **NO**, you cannot process the order because it is still flagged.

*(This page included for two-sided copying.)*

## Barcode Rx Menu

### [PSO BARCODE MENU]

Use this menu to batch barcode refills and renewals of prescriptions, and check the quality of the barcode print. The menu contains the following options:

- *Barcode Batch Prescription Entry*
- *Check Quality of Barcode*
- *Process Internet Refills*

## Barcode Batch Prescription Entry

### [PSO BATCH BARCODE]

Enter refills or renewals by batch entry using barcodes with this option.

#### Example: Barcode Batch Prescription Entry -- Refills

```
Select Barcode Rx Menu Option: Barcode Batch Prescription Entry

      Select one of the following:

          1          REFILLS
          2          RENEWS

Batch Barcode for: REFILLS// 1 REFILLS
Please answer the following for this session of prescriptions

FILL DATE: (2/14/2007 - 12/31/2699): TODAY// <Enter> (AUG 13, 2007)
MAIL/WINDOW: MAIL// <Enter> MAIL
Will these refills be Queued or Suspended ? S// <Enter> USPENDED
Allow refills for inpatient ? N// <Enter> 0
Allow refills for CNH ? N// <Enter> 0
WAND BARCODE: [Scan barcode]
```

## Check Quality of Barcode

### [PSO BARCODE CHECK]

No action is taken on the prescription by using this option. Use this option to check the quality of printed barcodes or use it to practice using the barcode reader. After the barcode is scanned, the barcode number will echo back on the screen and screen will return to the "Read Barcode" prompt. No action is taken on the prescription by using this option.

The following are some common causes for failure of the barcode reader and how they can be corrected.

- Barcode too faint (change printer ribbon)
- Improper scanning (move the wand at a steady rate)
- Defective barcode reader (replace the reader)



## Complete Orders from OERR

### [PSO LMOE FINISH]

When a clinician has created an order for a patient, the pharmacist needs to finish and verify the order. This option is used to finish orders entered into the patient record via Order Entry Results Reporting (OERR) V. 3.0. This option uses the List Manager features.

The user may select orders by patient, route, clinic, flag, or priority. Clinic or Clinic Sort Group can complete orders. In any sort, orders are completed on a first-in/first-out basis by patient. Clinic Sort Groups can be added or edited in the *Enter/Edit Clinic Sort Groups* option, found under the *Maintenance (Outpatient Pharmacy)* menu option. Orders entered before implementation of patch PSO\*7\*46 (Pharmacy Ordering Enhancements (POE)) must have the fields used to build the Sig filled in before processing can be completed.



Enter “E” at the “Select By:” prompt to stop processing orders.

If a temporary address has no end date, the following text is now displayed: “(Temp address from XXX 99,9999 till (no end date))”.

For ePharmacy orders, after an order is finished, the billing data is sent to ECME, which sends a message back to Outpatient Pharmacy displaying the status of the claim. For an example, see “Finishing an ePharmacy Order” in this section.

### Example: Finishing an Order from OERR

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

      Orders to be completed for all divisions: 16

Do you want an Order Summary? No//  <Enter> NO

      Patient Prescription Processing
      Barcode Rx Menu ...
      Complete Orders from OERR
      Discontinue Prescription(s)
      Edit Prescriptions
      ePharmacy Menu...
      List One Patient's Archived Rx's
      Manual Print of Multi-Rx Forms
      Reprint an Outpatient Rx Label
      Signature Log Reprint
      View Prescriptions

Select Rx (Prescriptions) Option: COMplete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution for which to
finish orders from. Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: ALBANY//  <Enter>  NY  VAMC  500

You have selected ALBANY.
After completing these orders, you may re-enter this option and select again.

      <There are 3 flagged orders for ALBANY>

Select By:  (PA/RT/PR/CL/FL/E): PATIENT//  <Enter>

All Patients or Single Patient:  (A/S/E): SINGLE//  <Enter>
Select Patient: OPPATIENT16,ONE  OPPATIENT16,ONE      4-3-41      000246802
      YES      SC VETERAN
WARNING : ** This patient has been flagged with a Bad Address Indicator.

Do you want to see Medication Profile? Yes//  <Enter>
```



The user may enter a question mark at the “Select Patient” prompt to get a list of patients with pending orders. A single patient may be selected for processing, or pending orders for all patients may be processed in sequence by the time of each order’s entry into the system.



Flagged orders will not be processed. They are not a part of any pending orders. To process flagged orders, you should enter **FL** at the “Select By” prompt. This ensures you will view all patients with flagged pending orders, allowing you to address their flagged orders; however, if you know which patients have flagged orders, you can access the flagged orders through the Medication Profile.

After the user answers the medication profile prompt, a warning displays if no allergy assessment has been made. The patient’s eligibility and RX patient status also displays.

```
OPPATIENT16,ONE      4-3-41      000-24-6802
YES      SC VETERAN
      No Allergy Assessment!

Press Return to continue: <Enter>
Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED//  <Enter>
```

(The Patient Information and Medication Profile screens display next, but are not shown in this example.)

|  |                |   |              |
|--|----------------|---|--------------|
| Pending OP Orders (ROUTINE)  |                | March 13, 2008 16:31:33                             | Page: 1 of 2 |
| OPPATIENT16,ONE  |                | <NO ALLERGY ASSESSMENT>                             |              |
| PID: 000-24-6802   |                | Ht(cm): 177.80 (02/08/2007)                         |              |
| DOB: APR 3,1941 (66)   |                | Wt(kg): 90.45 (02/08/2007)                          |              |
| *(1) Orderable Item: ACETAMINOPHEN TAB<br>(2) CMOP Drug: ACETAMINOPHEN 500MG TAB<br>Drug Message: NATL FORM<br>(3) *Dosage: 500 (MG)<br>Verb: TAKE<br>Dispense Units: 1<br>*Route: ORAL<br>*Schedule: BID<br>(4) Pat Instruct:<br>Provider Comments: ProvComments<br>SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY<br>(5) Patient Status: SERVICE CONNECTED<br>(6) Issue Date: MAR 13,2008 (7) Fill Date: MAR 13,2008<br>(8) Days Supply: 30 (9) QTY (TAB): 60 |                | * Editing starred fields will<br>create a new order |              |
| + Enter ?? for more actions  |                |   |              |
| BY Bypass  | DC Discontinue | FL Flag/Unflag                                      |              |
| ED Edit  | FN Finish      |   |              |
| Select Item(s): Next Screen//// <b>FN</b> Finish   |                |   |              |

After “Finish” is selected, the user is prompted to fill in any information missing from fields needed to complete the order.



If you attempt to process a flagged order, you are prompted “Unflag Order? NO//”. If you respond **YES**, enter comments to unflag the order and continue with processing. If you respond **NO**, you cannot process the order because it is still flagged.



If an order is sent from OERR without a Dispense Drug selected, and there is only one Dispense Drug tied to the Orderable Item, that drug will be inserted in the DRUG field (#2 on the screen). If there is more than one Dispense Drug tied to the Orderable Item, a “No Dispense Drug Selected” message will display in the DRUG field (#2 on the screen) and a Dispense Drug must be selected to complete/finish the order.

The following Drug are available for selection:

1. ACETAMINOPHEN 325MG
2. ACETAMINOPHEN EXTRA STR 500MG



If the drug list is empty, the user should select a new orderable item or the order can be discontinued.

```
Select Drug by number: (1-2): 1
```

-----example continues-----

Drug interaction and allergy checks are now performed. If the patient does not have an allergy assessment, a warning is displayed. If the user continues with the order, the user will have to create an intervention.

```
Now doing drug interaction and allergy checks. Please wait...

There is no allergy assessment on file for this patient.
You will be prompted to intervene if you continue with this prescription
Do you want to Continue?: N// YES

Now creating Pharmacy Intervention
for POTASSIUM CHLORIDE 325MG ENSEAL

PROVIDER: OPPROVIDER4,TWO
RECOMMENDATION: ?
    Answer with APSP INTERVENTION RECOMMENDATION, or NUMBER
    Choose from:
    1          CHANGE DRUG
    2          CHANGE FORM OR ROUTE OF ADMINISTRATION
    3          ORDER LAB TEST
    4          ORDER SERUM DRUG LEVEL
    5          CHANGE DOSE
    6          START OR DISCONTINUE A DRUG
    7          CHANGE DOSING INTERVAL
    8          NO CHANGE
    9          OTHER

RECOMMENDATION: 2 CHANGE FORM OR ROUTE OF ADMINISTRATION

See 'Pharmacy Intervention Menu' if you want to delete this
intervention or for more options.

Would you like to edit this intervention ? N// <Enter> 0
```

If the user chooses to copy Provider Comments into the Patient Instructions, they will display on the end of both the Patient Instructions and the Sig.



If the patient has been identified as having another language preference, the Provider Comments will not be appended to the other language Sig.

#### Example: Finishing an Order from OERR (continued)

```
Provider Comments:
WITH A FULL MEAL
Copy Provider Comments into the Patient Instructions? No//  Y  YES

(TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL)

Rx # 503902          05/22/01
OPPATIENT16,ONE      #60
TAKE ONE TABLET BY MOUTH TWICE A DAY WITH A FULL MEAL

ACETAMINOPHEN 325MG TAB
OPPROVIDER4,TWO      OPPHARMACIST4,THREE
# of Refills: 3

Are you sure you want to Accept this Order? NO//  Y  YES
```

After an order is accepted, the user will be prompted to enter the missing information.

```
METHOD OF PICK-UP:
WAS THE PATIENT COUNSELED: NO//  Y  YES
WAS COUNSELING UNDERSTOOD: NO//  Y  YES

Do you want to enter a Progress Note? No//  <Enter>  NO

      SC Percent: 20%
      Disabilities:
KNEE CONDITION          10% - SERVICE CONNECTED
TRAUMATIC ARTHRITIS     10% - SERVICE CONNECTED
SEPTUM, NASAL, DEVIATION OF  0% - SERVICE CONNECTED
RESIDUALS OF FOOT INJURY  0% - SERVICE CONNECTED

This Rx has been flagged as: SC
Was treatment for Service Connected condition? YES//  <Enter>
Press Return to Continue:
```

## Flagging and Unflagging a New Pending Order

Flagging a pending order allows you to prevent an order from being processed and attach a note known as a flag to the pending order. After the flag has been addressed, you can unflag the order, allowing it to then be processed. Note that only new pending orders can be flagged.

Flagged orders will not be processed. When you have flagged orders to process from the *Complete Orders from OERR* option, you should enter **FL** at the “Select By” prompt (shown in the following example). This ensures you will view all patients with flagged pending orders, allowing you to address their flagged orders; however, if you know which patients have flagged orders, you can access the flagged orders through the Medication Profile.

The following provides examples of how to flag and unflag pending orders from a medication profile within the *Complete Orders from OERR* option.

### Example: Finishing an Order from OERR

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

      Orders to be completed for all divisions: 16

Do you want an Order Summary? No//  <Enter> NO

      Patient Prescription Processing
      Barcode Rx Menu ...
      Complete Orders from OERR
      Discontinue Prescription(s)
      Edit Prescriptions
      ePharmacy Menu...
      List One Patient's Archived Rx's
      Manual Print of Multi-Rx Forms
      Reprint an Outpatient Rx Label
      Signature Log Reprint
      View Prescriptions

Select Rx (Prescriptions) Option: COMplete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution for which to
finish orders from. Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: ALBANY//  <Enter>  NY  VAMC  500

You have selected ALBANY.
After completing these orders, you may re-enter this option and select again.

      <There are 3 flagged orders for ALBANY>

Select By:  (PA/RT/PR/CL/FL/E): PATIENT//  FL <Enter>

Do you want to see Medication Profile? Yes//  <Enter>
```

After answering the “Medication Profile” prompt, a warning displays if no allergy assessment has been made. The patient’s eligibility and RX patient status also displays.

```

OPPATIENT16,ONE      4-3-41      000246802
YES      SC VETERAN
      No Allergy Assessment!

Press Return to continue: <Enter>
Eligibility: SC
RX PATIENT STATUS: SERVICE CONNECTED// <Enter>

```

If a pending order is flagged, the row number is highlighted on the Medication Profile screen (shown in the following example). Select the order to view the flag or to flag the new pending order.

### Example: A Flagged Pending Order

```

Medication Profile      Mar 13, 2008@16:31:24      Page:      1 of      1
OPPATIENT16,ONE      <NO ALLERGY ASSESSMENT>
  PID: 000-24-6802      Ht(cm): 177.80 (02/08/2007)
  DOB: APR 3,1941 (66)      Wt(kg): 90.45 (02/08/2007)
  SEX: MALE

#  RX #      DRUG      ISSUE  LAST REF DAY
      QTY ST  DATE  FILL REM SUP
-----
1 100002518  PENICILLAMINE 250MG TAB      31 A  02-29 02-29  5  31
-----
2 ACETAMINOPHEN 500MG TAB      QTY: 60      ISDT: 03-13  REF:  3
Enter ?? for more actions
PU Patient Record Update      NO  New Order
PI Patient Information      SO  Select Order
Select Action: Quit// SO Select Order
Select Orders by number: (1-2): 2

```

From the Pending OP Orders screen, you can flag and unflag an order, as well as view the flagged reason. To flag the order, enter **FL** and then enter a “REASON FOR FLAG”, alert the proper individual that the flag has been added, and the flagging process is complete.

### Example: Flagging an Order

```

REASON FOR FLAG: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE
DISPENSING.
Send alert to: PSUSER,ONE//      BIRMINGHAM      ALABAMA      OP
PHARMACIST
... order flagged.

```

When an order is flagged, “FL-” is placed in front of “Pending OP Orders” in the upper left corner, and the flagged reason is listed below the patient identifying information.

#### Example: A Flagged Order

|  |                             |   |
|--|-----------------------------|---|
| FL-Pending OP Orders (ROUTINE)March 13, 2008 16:31:33  |                             | Page: 1 of 2  |
| OPPATIENT16,ONE  |                             | <NO ALLERGY ASSESSMENT>                                 |
| PID: 000-24-6802   | Ht(cm): 177.80 (02/08/2007) |   |
| DOB: APR 3,1941 (66)   | Wt(kg): 90.45 (02/08/2007)  |   |
| <b>Flagged</b> by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.  |                             |   |
| *(1) Orderable Item: ACETAMINOPHEN TAB<br>(2) CMOP Drug: ACETAMINOPHEN 500MG TAB<br>Drug Message: NATL FORM<br>(3) *Dosage: 500 (MG)<br>Verb: TAKE<br>Dispense Units: 1<br>*Route: ORAL<br>*Schedule: BID<br>(4) Pat Instruct:<br>Provider Comments: ProvComments<br>SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY<br>(5) Patient Status: SERVICE CONNECTED<br>(6) Issue Date: MAR 13,2008 (7) Fill Date: MAR 13,2008<br>(8) Days Supply: 30 (9) QTY (TAB): 60 |                             | <i>* Editing starred fields will create a new order</i> |
| + Enter ?? for more actions  |                             |   |
| BY Bypass  | DC Discontinue              | FL Flag/Unflag  |
| ED Edit  | FN Finish                   |   |
| Select Item(s): Next Screen// <b>FL</b> Flag/Unflag  |                             |   |

To unflag an order, enter **FL** at the “Select Item(s)” prompt, and then enter your “COMMENTS”. When you press <Enter>, the order is no longer flagged.

#### Example: Unflagging an Order

```

FLAGGED: 03/13 23:14 by OPPHARM,TWO
        DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.
COMMENTS: CHECKED WITH PATIENT. NO HEART CONDITION.
        ... order unflagged.
  
```



At that point, the flag from the Medication Profile is removed, but the flagged/unflagged reason remains on the Pending OP Orders screen unless you reflag the order.

### Example: An Unflagged Order

|  |                |   |              |
|--|----------------|---|--------------|
| Pending OP Orders (ROUTINE)  |                | March 14, 2008 09:16:33                                 | Page: 1 of 2 |
| OPPATIENT16,ONE  |                | <NO ALLERGY ASSESSMENT>                                 |              |
| PID: 000-24-6802   |                | Ht(cm): 177.80 (02/08/2007)                             |              |
| DOB: APR 3,1941 (66)   |                | Wt(kg): 90.45 (02/08/2007)                              |              |
| <b>Flagged</b> by OPPHARM,TWO on 03/13/08@23:14: DOUBLE CHECK WITH PATIENT FOR HEART CONDITION BEFORE DISPENSING.<br><b>Unflagged</b> by OPPHARM,TWO on 03/14/08@09:26: CHECKED WITH PATIENT. NO HEART CONDITION.  |                |   |              |
| *(1) Orderable Item: ACETAMINOPHEN TAB<br>(2) CMOP Drug: ACETAMINOPHEN 500MG TAB<br>Drug Message: NATL FORM<br>(3) *Dosage: 500 (MG)<br>Verb: TAKE<br>Dispense Units: 1<br>*Route: ORAL<br>*Schedule: BID<br>(4) Pat Instruct:<br>Provider Comments: ProvComments<br>SIG: TAKE ONE TABLET BY MOUTH TWICE A DAY<br>(5) Patient Status: SERVICE CONNECTED<br>(6) Issue Date: MAR 13,2008 (7) Fill Date: MAR 13,2008<br>(8) Days Supply: 30 (9) QTY (TAB): 60 |                | * <i>Editing starred fields will create a new order</i> |              |
| + Enter ?? for more actions  |                |   |              |
| BY Bypass  | DC Discontinue | FL Flag/Unflag  |              |
| ED Edit  | FN Finish      |   |              |
| Select Item(s): Next Screen//  |                |   |              |

After pending orders have been unflagged, they can be processed.



If you attempt to process a flagged order, you are prompted “Unflag Order? NO//”. If you respond **YES**, enter comments to unflag the order and continue with processing. If you respond **NO**, you cannot process the order because it is still flagged.

## Changes to Finishing Pending Orders Process - Digitally Signed Orders Only

Digitally signed orders will be identifiable by the “Digitally Signed Order” message in reverse video on the message bar.



If the terminal in use is set up as a VT-100, there may be problems with this message display and the “Processing Digitally Signed Order” message. Updating the VistA terminal session to use VT-320 will avoid this problem.

The provider’s PKI certificate is re-validated when accessing a digitally signed order. If the validation check is unsuccessful, an error code is sent to the pharmacist and an entry is made in the Rx Activity Log. The error code type results in either the order being automatically rejected/discontinued or the pharmacist being given the choice to finish, bypass, or discontinue the order. Digitally signed prescriptions that have been discontinued cannot be reinstated. The Speed Discontinuation functionality no longer deletes unverified prescriptions.

## Finishing an Order from OERR with Multiple Institutions

Multiple Institution entries can be added using the *Site Parameter Enter/Edit* option. If a site has multiple entries in the CPRS ORDERING INSTITUTION field, the user is prompted for an Institution when entering the *Complete Orders from OERR* option. After an Institution is selected, the Pending Orders shown for completion will be those Pending Orders from clinics that are associated with the Institution selected.

### Example: Finishing an Order from OERR with Multiple Institutions

```
Select Outpatient Pharmacy Manager Option: RX (Prescriptions)

      Orders to be completed for all divisions: 21

Do you want an Order Summary:? No// <Enter>  NO

Select Rx (Prescriptions) Option: Complete Orders from OERR

There are multiple Institutions associated with this Outpatient Site for
finishing orders entered through CPRS. Select the Institution from which to
finish orders. Enter '?' to see all choices.

Select CPRS ORDERING INSTITUTION: BIRMINGHAM, AL.// <Enter> BIRMINGHAM, AL.521

You have selected BIRMINGHAM, AL..
After completing these orders, you may re-enter this option and select again.

Select By: (PA/RT/PR/CL/FL/E): PATIENT// PA
```

[See the previous example for completion of this option.]

## Discontinue Prescription(s)

[PSO C]

The *Discontinue Prescription(s)* option is used to either discontinue a prescription without deleting its record from the files, or reinstate a prescription discontinued by pharmacy.

### Example: Discontinuing a prescription

```
Select Rx (Prescriptions) Option: DISCONTINUE Prescription(s)

Discontinue/Reinstate by Rx# or patient name: (R/P): PATIENT NAME

Are you entering the patient name or barcode: (P/B): Patient Name

Select PATIENT NAME: OPPATIENT16,ONE  OPPATIENT16,ONE      9-7-52      000246802
YES      SC VETERAN

      RX #          DRUG                                QTY ST  ISSUE  LAST REF DAY
      -----
      -----ACTIVE-----
1 100003218    AMPICILLIN 500MG CAP                    10 A  05-11  05-11    5  30
2 100003238    PREDNISONE 5MG TAB                                30 A  05-30  05-30    3  10
3 100003205$    TRIPROLIDINE & PSEUDOEPHEDRINE                    10 A  05-01  05-01    5  31
      -----DISCONTINUED-----
4 100003216$    AMPICILLIN 10GM INJ. M.D.V.                        30 DC 05-07  05-07    5  30
5 100003214    PREDNISONE 1MG TAB                                30 DE 05-07  05-07    3  10
Press RETURN to continue: <Enter>

Discontinue all or specific Rx#'s?: (A/S): SPECIFIC Rx's

ENTER THE LINE #: (1-5): 2

Comments: RESTRICTED/NF MED
Nature of Order: SERVICE CORRECTION// ??

      Nature of Order Activity      Require      Print      Print on
      -----      E.Signature      Chart Copy      Summary
      -----
      WRITTEN                                x
      VERBAL                                x      x      x
      TELEPHONED                        x      x      x
      SERVICE CORRECTION
      POLICY                                x      x
      DUPLICATE
      SERVICE REJECT                        x      x

Nature of Order: SERVICE CORRECTION// SERVICE REJECT      R

Requesting PROVIDER: OPPROVIDER30,TWO // <Enter>      TO
100003238 PREDNISONE 5MG TAB                                OPPATIENT16,ONE
      Rx to be Discontinued

Press Return to Continue: <Enter>

OK to Discontinue? N// YES
```

When a prescription is discontinued, the software checks for any unresolved ECME rejections for that prescription. If a DUR REJECT or REFILL TOO SOON REJECT is found, it will be marked resolved with the reason PRESCRIPTION DISCONTINUED.

When an ePharmacy prescription is discontinued, the software checks for any unreleased fills with a PAYABLE claim. If found, a reversal request is sent to ECME, which forwards it on to the third party payer.

When a pending renewal order is discontinued, Outpatient Pharmacy verifies if there is an active prescription for the same drug. If an active prescription is found, you are prompted with “There is an active Rx for this pending order, Discontinue both (Y/N)?” If you respond **YES**, both the pending order and the active order are discontinued. If you respond **NO**, only the pending order is discontinued and the active order is not discontinued.

## **Edit Prescriptions**

### **[PSO RXEDIT]**

This option allows changes to be made to entered orders. Newly entered orders can be edited before release by typing in the corresponding field number. Previously entered orders can be edited by entering the prescription number, then specifying the field to be edited. An asterisk or star (\*) is shown in front of each field that will create a new order if it is changed. See the section “Editing an Order” for an example.

When editing fields preceded by an asterisk (\*) in an ePharmacy order (or electronically third party billable prescription), upon acceptance of the edited order the original prescription will be discontinued and a new order created. If the latest fill of the original order has not been released and is E Payable, the claim for that fill will be reversed. A new claim is submitted for the new prescription. See “Editing an ePharmacy Order” for an example of editing ePharmacy orders.

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